

## Warranty Information, Item information, and Proper Care:

**Wood:** All products are hand crafted out of fine quality solid wood. We use Mango, Acacia, Sheesham for our furniture creation, these are hardwoods indigenous to India, with a firm compact texture and are extremely durable. We also have an extensive range of products made from reclaimed and recycled wood. Wood has natural characteristics of being affected by changes in environmental conditions, natural occurrences like slight shrinkage and plank movement and seasonal cracks may be seen from time to time but these do not affect the durability and sturdiness of the product. Discreet attention is given to every detail ensuring higher and consistent product quality. Each piece is handcrafted using timeless woodworking techniques ensuring durability of our products. Superficial imperfections like uneven surface, knots or cracks within the wood etc. are considered natural distress and add to its appeal.

**Wood Treatment:** All products are handcrafted from properly seasoned wood, kiln dried to a certain moisture level, which provides a means to overcome any limitations imposed by erratic weather condition and ensures minimum expandability. The wood is also treated to resist any kind fungi or bug attacks.

**Finishes:** The finishes in a collection have an overall consistency in the tone, but since they are hand finished, we cannot guarantee exact matching. Superficial imperfections like presence of knots, Seasonal cracks within the wood, plank movement etc. may be seen, these are considered natural distress and do not constitute a manufacturing defect.

Actual product color may vary from the images shown. Every monitor or mobile display has a different capability to display colors, and every individual may see these colors differently.

**Shipping weights:** Shipping weights and measurements provided are subject to change without prior notice. We are not responsible for difference in shipping cost arising out of it.

### Product care

1. We recommend dusting the furniture with soft lint free cloth, doing so enhances the look of the furniture and helps to prevent scratches from dust particles. **Do not use chemical spray or water as it may damage the finish.**
2. Avoid exposing the furniture to continuous direct sunlight, near air conditioning/ heating vents and extreme temperatures, as it may affect the furniture piece.
3. Get professional assistance for fixing any dents, polishing, and waxing.
4. We recommend use of mats to prevent spills and damages from hot or cold dishes. In case of spills blot immediately with a soft lint free cloth. Contact with water or any direct moisture can leave rings and blemishes on the surface.

#### Warranty:

The limited warranty period of one year begins at the time of receipt of the furniture being delivered to an Authorized Dealer.

We are extremely proud of the workmanship of our product and we realize that purchasing our furniture is an investment in quality that will last for generations to come.

Modifications done by a dealer, the consumer or other parties will void this warranty. This warranty applies only when the furniture purchased is for normal indoor household use (or is gifted as a normal household purpose.) In addition, damage from misuse, neglect, incorrect maintenance, or abuse is not covered under the warranty. It also does not apply to commercial use which includes rental, business or institutional. We will not be responsible for shipping costs to or from the consumers/dealer's location for work completed under this warranty.

#### **LIMITATIONS: USE/CARE**

- Stains and spills are not covered under warranty.
- Warranty is limited to normal single shift use.
- Warranty is limited to generally accepted care and maintenance of natural wood products and environments.
- Superficial imperfections like presence of knots, seasonal cracks within the wood, plank movement etc. may be seen, these are considered natural distress and do not constitute a manufacturing defect.
- Natural wood surfaces are subject to denting, scratching, and gauging if not properly used and cared for. Warranty is subject to use and care in accordance with the use and care instructions provided in the Product Care section (including, but not limited to, the care and maintenance guide
- Damage identified as carrier or installer related.
- Normal wear and tear of wood products during course of ownership.
- Damages or failures resulting from misuse, abuse, negligence, improper care, modifications, or relocation.
- Non-Commercial use or locations.
- So-called "ghost" indentions and similar damage caused by the improper use.
- All Warranty Claims are subject to approved inspections. Disputes may involve independent 3rd party evaluation.
- Damages to seating products caused by contact with tables, desks, or other surfaces.